



# MISSOURI

## Department of Commerce & Insurance

2024 Version 1.0



# DCI

Missouri Department of Commerce & Insurance

### ASPIRATION

We will work every day to educate and advocate for Missourians, as well as regulate fairly and impartially insurance entities, banks, credit unions, utilities and professional licensees.

### THEMES

#### EDUCATE

Provide help and educate stakeholders so they are better informed problem solvers.

#### REGULATE

Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public.

#### INNOVATE

Innovate to make it easier to connect and work with us.

#### RECRUIT, REWARD & RETAIN TALENT

Develop our team, reward great performance, and retain top talent.

### INITIATIVES

● ONGOING

▲ 2024

- ▲ Increase consumer awareness through new communication channels
- Increase direct engagement with stakeholders
- Focus attention on our mission and the citizen experience
- Ensure stakeholder awareness and education continues through webinars and other online methods
- ▲ Continue to create and implement new consumer and industry education campaigns
- ▲ Redesign of the DCI website to improve communication and usability for insurance companies and consumers

- ▲ Broaden our communication regarding our regulatory processes and decision making
- Conduct timely investigations and work with regulated entities to implement corrective actions
- Adhere to uniform regulatory protocols and use a risk assessment approach for emerging issues
- Identify and prioritize our at-risk entities; ensure that we adhere to national accreditation requirements
- Strengthen channels for regular feedback from regulated entities
- ▲ Continue to partner with industry to increase online information and communication about regulatory processes

- Use technology to increase DCI efficiency, transparency, and accountability
- Examine essential functions to determine where we can leverage our expertise, resources, and technology
- Continue to partner with industry to experiment within the current regulatory framework
- ▲ Continue to increase and improve online technology/processes for exams and department regulatory processes
- ▲ Implement multiple cloud technologies for licensure processes
- ▲ Utilize resources such as ShareMO to improve our consumer data collection and citizen engagement

- ▲ Continue to implement statewide talent development initiatives including new initiatives in 2024
- Support active membership in professional organizations and the earning of designations
- Establish a career ladder for all positions, which allows for advancement in appropriate ways
- Continue to support inclusion and diversity initiatives and employee recognition opportunities
- ▲ Continue to increase attendance at recruitment events and create new recruitment strategies